

ABSTRACT

Electronic Message Distribution

5

10

15

20

The invention relates to the distribution of electronic messages which fall within one or more message classes or categories. One aspect of the invention provides an electronic message distributing apparatus for distributing electronic messages from a database to one or more agents, the database storing, in respect of each electronic message to be distributes, a set of one or more message classes into which the message is deemed to belong. The apparatus causes the message to be rendered to one or more agents in succession, each having the capability to deal with one or more of the message classes in said set, until the message is processed in respect of all message classes for which there is a capable agent. The invention removes the onus on individual agents to forward messages to other agents if they cannot deal with all aspects of a message themselves. This reduces the likelihood that an inadequate response is sent to the customer